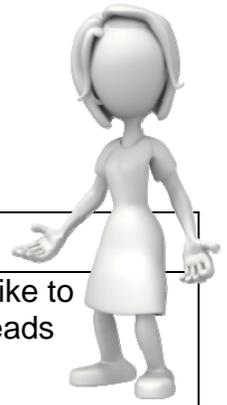


OPENING LINES



When. . .	You might say. . .
<ul style="list-style-type: none"> ➤ Strong views are expressed without any reasoning or examples ➤ The discussion goes off on an tangent ➤ Two members pursue a topic at length while others observe ➤ Several views are advocated at once ➤ Others appear uninfluenceable ➤ When there seems to be an impasse ➤ You perceive a negative reaction in others ➤ You perceive a negative reaction in yourself ➤ You want to disagree: 	<ul style="list-style-type: none"> ➤ You may be right, and I'd like to understand more. What leads <ul style="list-style-type: none"> ➤ you to believe. . .? ➤ I'm unclear how that connects to what we've been saying. Can you help me understand how it is relevant? ➤ I'd like to summarize what you two have said so far and then see what you and others think. ➤ We now have three ideas on the table (say what they are). I suggest we address them one at a time. Let's start with. . . ➤ Is there anything I/we can say or do that would convince you otherwise? ➤ What do we know for a fact? What do we sense is true, but have no data for yet? What don't we know? ➤ What do we agree upon? What do we disagree on? ➤ How could we clarify or extend our thinking? ➤ What is getting in our way? What do we need to do? ➤ When you said (paraphrase) I had the feeling that you were (fill in the feeling ie. i.e. frustrated, angry). If so, I'd like to understand what upset you. Will you talk to us about this? ➤ This may be more my problem than yours, but when you said (paraphrase) I felt. . . Am I misunderstanding what you said or intended? <p>Are you taking into account data that I</p>

<ol style="list-style-type: none"> 1. Be sure you understand <u>how</u> they reached this conclusion. 2. Make sure that you accurately understand their view. 3. Clearly label what you are disagreeing with. Be sure you are not naming the person as the point of disagreement. 4. Explore, listen and offer your own views in an open way. 	<p>have not heard or considered? or Help me understand how you arrived at this view?</p> <p>So, you're suggesting. . . or You're proposing. . .</p> <p>I disagree with your conclusion. I have formed a different conclusion. or My data seems to be different from yours. When I consider my data, I'm thinking. . . or I heard from different parents. Their position is. . . or I have a hard time seeing your proposal because. . .</p> <p>Not. . . You are wrong.</p> <p>Have you considered. . . Do our viewpoints have any common ground? May I share a different perspective?</p>
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QuickTime™ and a decompressor are needed to see this picture.